

## 1. General Information

<b>Position Title:</b>	Chief Radiographer
<b>Division/Department:</b>	Cath Lab, Epworth Eastern
<b>Position Reports to:</b>	Operational– Nurse Unit Manager Cath Lab Professional– Chief Medical Imaging Technologist, Epworth Medical Imaging Director of Clinical Services
<b>Enterprise/Individual Agreement:</b>	Epworth HealthCare Health Professionals Enterprise Agreement 2018
<b>Classification/Grade:</b>	M1C11-M1C41
<b>Location:</b>	Box Hill
<b>Employment Status:</b>	Full time
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	5
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"> <li>• Patients, inclusive of family member(s) &amp; visitors</li> <li>• Medical staff and VMOs</li> <li>• Multi-disciplinary team colleagues; internal service providers, ie. Pathology, patient transport, radiology</li> </ul>

## 2. Overview of Epworth HealthCare

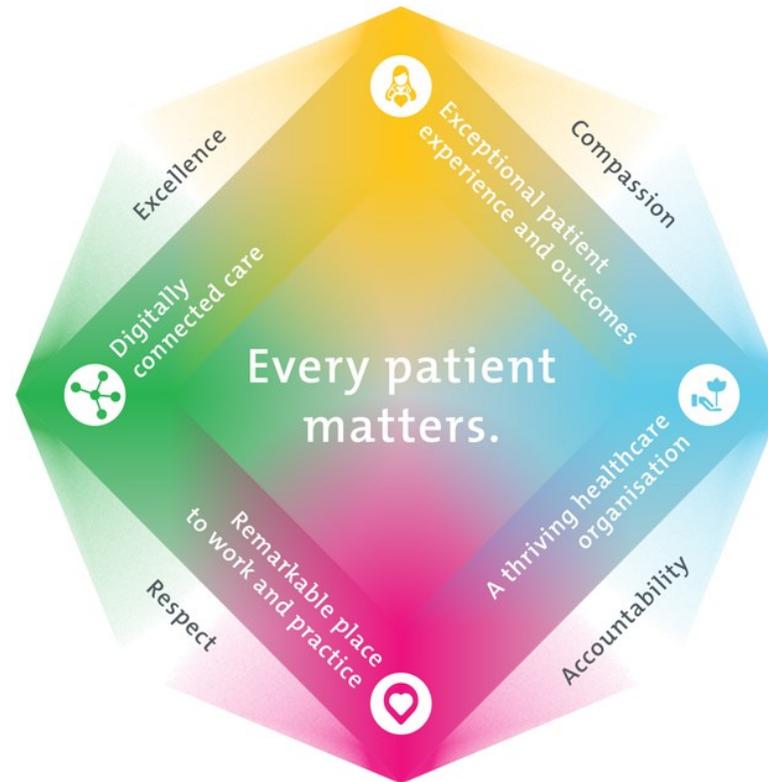
Epworth HealthCare is Victoria’s largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth’s values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth’s purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

## 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

**Exceptional patient experience and outcomes** - To empower our patients and deliver compassionate, expert and coordinated care.

**A thriving healthcare organisation** - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

**Remarkable place to work and practice** - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

**Digitally connected care** - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

Reporting on a day to day basis to the NUM of Cath Lab, the Chief Radiographer will provide day to day operational and technical leadership, enabling the provision of efficient and quality radiology services to all customers, in line with Epworth Healthcare’s values and behaviours.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<b>Leadership and culture</b>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<b>Consumer Partnerships</b>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<b>Effective Workforce</b>	Develop and maintain one’s own competency, skills and knowledge to ensure high quality service provision and care.
<b>Clinical Safety and Effectiveness</b>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<b>Risk Management</b>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Radiology</b></p> <ul style="list-style-type: none"> <li>• Ensures excellence in the delivery of customer service to all patients, staff, visiting medical staff.</li> <li>• Services are always in line with protocols, policies and procedures of Epworth HealthCare</li> <li>• Ensure all examinations are performed to the standards required by the radiologists/VMO and with the use of the ALARA principle</li> <li>• Ensure the inpatient and day only procedures are performed within a timely manner and images are provided to the appropriate clinician.</li> <li>• Ensure all after hours procedures are performed in accordance within the in hours services</li> <li>• Demonstration of high-level communication skills with all members of the health care team.</li> <li>• Ensure a high standard of cleanliness and hygiene within the imaging and procedural area at all times</li> <li>• Ensure that all administrative activities are in place and linked to the key clinical management objectives of the department</li> <li>• Active participation in admission and discharge processes as required</li> </ul>	<ul style="list-style-type: none"> <li>• Effective patient flow through the department</li> <li>• Patient and customer service satisfaction survey's within target.</li> <li>• Sound relationships development and maintained with all key stakeholders, staff and customers</li> <li>• Acts as a role model in the provision of customer service</li> </ul>
<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>• Ensure KPI's are managed and monitored as required</li> <li>• Ensure staffing and resources are used efficiently</li> <li>• Ordering is managed as required efficiently and cost effectively</li> </ul>	<ul style="list-style-type: none"> <li>• Meet all required KPI's.</li> <li>• Staffing and equipment use are at acceptable levels</li> </ul>
<p><b>Stakeholder management</b></p> <ul style="list-style-type: none"> <li>• Liaise effectively with NUM and takes direction from the NUM to ensure the team and key staff maintain workflow and efficient use of available procedure time is maximised and not interrupted</li> </ul>	<ul style="list-style-type: none"> <li>• Streamlined day to day activities</li> <li>• Fully engage and motivate radiographer team and actively participate in the positive engagement of the clinical and support team in the cath lab and Epworth Eastern</li> </ul>

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<ul style="list-style-type: none"> <li>• Build relationships with key staff and stakeholders</li> <li>• Working with the NUM to promote team focused activities</li> <li>• Continue to engage in CPD activities and build skills and capabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Key relationships maintained and identification of opportunities for further growth and development of service.</li> </ul>
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Demonstrate leadership and expertise to guide and support staff</li> <li>• Participate in and facilitate decision making</li> <li>• Provide and receive positive and constructive feedback to team members</li> <li>• Attends and actively participates in the relevant meetings as appropriate within Epworth, including the Radiation Safety Meeting</li> <li>• Train, coach and support other team members to develop skills required to improve radiation safety</li> <li>• Provide diagnostic and interventional imaging service on staggered roster system which may include overtime and/or on-call services to ensure a 7 day/24-hour service to meet the needs of practice or as directed by NUM</li> <li>• Ensure staff rosters are current, including provision of an on-call and after-hours roster. Ensure work is performed collaboratively both within the department and across Epworth.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong leadership skills and ability to build and contribute to an effective team</li> <li>• Help to build a culture of success as measured by the staff engagement survey</li> <li>• Effectively participate in the achievement of agreed KPI's including patient care/quality services, HR, OHS, workforce and financial performance and outcomes</li> </ul>
<p><b>Quality</b></p> <ul style="list-style-type: none"> <li>• Comply with and promote Epworth HealthCare Policies and Protocols and where appropriate introduces and aligns EMI policies and protocols to radiological activities in the Epworth Eastern Cath Lab.</li> <li>• Oversee and completes the required data entry into Victorian Cardiac Outcome Register (VCOR) for patients treated in the Cath Lab;</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated continuous quality measure attributed to departmental improvement in line with Epworth Quality</li> <li>• Standards compliance to policy or protocol monitored by incident reporting in Riskman</li> </ul>

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<ul style="list-style-type: none"> <li>• Ensure patient care and service is delivered in accordance with legislative requirements, industry codes of practice and hospital policies and procedures.</li> <li>• To implement patient flow policies and best practice guidelines as directed by manager.</li> <li>• Promote a commitment to quality improvement by participating in and rewarding efforts to improve performance using the principals of quality improvement</li> <li>• Active participation in the Australian Council of Healthcare Standards (ACHS) accreditation process</li> <li>• Maintain confidentiality of information in compliance with the Privacy Acts</li> <li>• Takes care and responsibility for the health and safety of self and others</li> <li>• Ensures equipment is maintained and accurate records kept, ensure all service agreements are current and services are carried out at appropriate intervals</li> <li>• Ensures the risk management process is followed and controls are implemented for any hazards identified in the area</li> <li>• Ensure all licensing and registration requirements are current and continuing professional development is maintained and opportunities identified and requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with all state legislative requirements in respect of the OH&amp;S Act (1985) and WorkCover Act (1992) and any addendums</li> <li>• VCOR data entry is compliant and current</li> <li>• Compliance with the EMI and EHC Radiation Safety Management Plan</li> </ul>
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Role model and actively promote a culture of high-quality patient care</li> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Compliments to complaints ratios</li> <li>• Completes leader rounding at agreed frequency</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

<ul style="list-style-type: none"> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's expectations and issues, using multiple strategies</li> <li>• Uses data (such as compliments, complaints and Press Ganey) to identify breakdowns in internal processes and systems that directly impact patient care and customer service</li> <li>• Responds quickly and proactively escalate concerns when necessary</li> <li>• Role model and actively promote a culture of high quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion</li> </ul>	
<p><b>Safety and Wellbeing</b></p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> <li>• All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>• Integrate and review OHS performance in staff PDPs</li> <li>• Ensure all direct reports are held accountable for safety performance and actions</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours</li> <li>• Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes</li> <li>• Mandatory training completed at agreed frequency</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<b>Essential</b>

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	<ul style="list-style-type: none"> <li>• Diploma / Degree in Applied Science in Medical Radiations (radiography)</li> <li>• Registration with the Medical Radiation Practitioners Board of Victoria to practice as a medical imaging technologist</li> </ul>
<p>Previous Experience</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Previous Cath Lab experience as a radiographer (3-5years)</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Preferably, four years of post-graduate experience, possessing extensive knowledge in one or more branches of the profession, and working in the department that requires high levels of specialized knowledge and performance.</li> <li>• Experience and post graduate qualifications in sub-specialties such as cardiac, vascular, and interventional radiology Cath Lab.</li> </ul>
<p>Required Knowledge &amp; Skills</p>	<ul style="list-style-type: none"> <li>• Excellent understanding of licensing registration and legislation requirements relating to radiation safety</li> <li>• Knowledge and commitment to Acts, Agreements and Epworth HealthCare directions, policies, and procedures</li> <li>• Knowledge of medico-legal and health and safety issues as they relate to the health care profession.</li> <li>• Knowledge of the principles of radiation, safety and protection and the ability to ensure these are followed by all staff who use the Cath Lab</li> <li>• Demonstrates excellent communication skills and ability to relate well with staff, radiologists, referrers, managers, and patients</li> <li>• Customer service focus that underpins service provision and evaluation</li> <li>• Demonstrates leadership in continuous quality improvement</li> <li>• Proven performance management skills and experience in a senior role</li> </ul>
<p>Personal Attributes &amp; Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Accountability</li> <li>• Respect</li> </ul>	<ul style="list-style-type: none"> <li>• Professional work ethic that is self-motivated and self-directed</li> <li>• Well-developed communication, leadership, and interpersonal skills</li> <li>• Demonstrates initiative, proactive, and creative attitude to problem solving</li> <li>• Able to work autonomously and as part of a team locally and group wide</li> <li>• Fosters an open and honest environment</li> <li>• Able to constructively supervise and educate junior staff and students</li> <li>• Creates and supports an environment of continuous learning, including own professional development</li> </ul>

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<ul style="list-style-type: none"><li>• Excellence</li></ul>	
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## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
1/2/2015	5/5/2022	

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_